



REPLY TO
ATTENTION OF

DEPARTMENT OF THE ARMY
HEADQUARTERS, NATIONAL TRAINING CENTER & FORT IRWIN
FORT IRWIN, CA 92310-5000

AFZJ-RM

16 Oct 06

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: NTC Policy Letter 35, Government Travel Card Delinquencies

1. **PURPOSE:** This policy establishes the circumstances that require a response to NTC Command Group regarding Government Travel Card delinquencies and the required format for such a response.

2. **REFERENCES:**

- a. DOD Financial Management Regulation, Volume 9, Chapter 3.
- b. Memorandum, HQDA, 9 March 2006, subject: Policies, Procedures and Responsibilities for the Army Travel Charge Card Program.
- c. Memorandum, Secretary of the Army, 28 January 2003, subject: Army Charge Card Programs.

3. **APPLICABILITY.** This policy applies to all FORSCOM commanders, directors, and staff officers assigned to the National Training Center and Fort Irwin.

4. **POLICY.**

a. **Responsibilities:** Commanders and supervisors have the responsibility to ensure that Government Travel Cards (GTC) are properly used and are paid in a timely manner. Management at all levels is directed to ensure the necessary oversight of government charge card programs and education to eliminate fraud, misuse, and abuse of these charge cards. The key to success is the direct involvement of the chain of command.

b. **Reporting:**

(1) The billing cycle for the GTC ends on the 11th of each month. Any payments or credits made to the GTC after that date will not be posted until the next billing cycle. The Agency Program Coordinator (APC) in the G8 downloads delinquency reports and provides the final report to each Command by the 17th of each month. A draft report is provided two to three days prior to that date in order to resolve any discrepancies, i.e., cardholders that are no longer

AFZJ-RMF

SUBJECT: NTC Policy Letter 35, Government Travel Card Delinquencies

assigned to their unit, etc. Corrections should be identified to the G8 APC prior to the 17th of the month.

(2) Accounts that are 60 days or more past due are considered delinquent. Army performance metrics and goals include the percent of dollars delinquent and the Army has established a goal of no more than a 2% delinquency rate. Accounts that are 30-59 days delinquent will be identified on the monthly report as a precautionary measure to assist Commanders and supervisors in preventing delinquent accounts.

c. Prevention and Correction of Delinquencies:

(1) Battalion level Commanders will submit Memorandum of Action through their Brigade level commander to the NTC Deputy Commander/Chief of Staff (DCCS) outlining actions taken for each individual in their command that has reached a 60-day or greater delinquency. Memorandum will be IAW format at enclosure and is due to the DCCS by the last working day of each month. At minimum the memorandum will outline the reason for delinquency, actions taken to date, and the Commander's planned way ahead for paying off the delinquency with associated dates for completion.

(2) Cardholders must be trained on the requirements of the travel charge card program, their responsibilities, and provided refresher training on a biennial basis thereafter. Prior to being issued a GTC, applicants must view a mandatory on-line training briefing which outlines the proper use of the card. This training is available at the travel card web page <http://www.asafm.army.mil/fo/fod/tc/tc.asp> and provides a certificate of completion. Additionally, all new or transferring cardholders must sign a Statement of Understanding with the G8 APC certifying an understanding of their responsibilities. The G8 APC is also available to conduct unit and or individual training sessions as necessary.

(3) Public Law 107-314 requires mandatory split disbursement for all travelers. Travelers are required to annotate the entire balance of the GTC on their voucher for distribution to the travel card contractor. Approving/reviewing officials should review vouchers to ensure compliance with this law and to verify that an amount adequate to cover the entire card balance has been annotated.

(4) The use of the Defense Travel System (DTS) is mandatory and provides for prompt reimbursement to the GTC as well as the traveler. The Organizational Defense Travel Administrator (ODTA) in each unit should be the primary point of contact for all travelers within a unit. The ODTA is responsible for assisting travelers in preparing their authorizations and vouchers, and assisting the traveler in obtaining a speedy reimbursement and a prompt payment to the GTC. The Unit CFNCO is responsible for assisting military cardholders in resolving their

AFZJ-RM

SUBJECT: NTC Policy Letter 35, Government Travel Card Delinquencies

GTC delinquencies and coordinating with the G8 APC for additional information on payments, charges and balances. G8 should be a last resort for Soldiers to obtain assistance in filing their DTS claims.

(5) Prior to a cardholder becoming delinquent (60 days or more), the unit commander will be notified of accounts that have reached a 30-day delinquency. This notification will allow the commander or supervisor to resolve any issues and prevent the account from becoming seriously delinquent. Command emphasis and oversight prior to the account reaching the 60-day point will have a significant impact on the overall delinquency rate.

(6) Commanders and supervisors are required to take appropriate disciplinary action consistent with DOD regulations, for cardholder delinquency, card misuse and abuse, or fraudulent activity. Guidelines for both military and civilians are available at <http://www.asafm.army.mil/fo/fod/tc/pg/pg.asp> and are contained in Volume 9, Chapter 3 of the DODFMR. Commanders and supervisors may consider deactivating cards when travelers are in a non-TDY status to prevent delinquency, misuse and fraudulent activity.

5. This policy letter supersedes all previous NTC policy letters subject as above.

6. The proponent for this policy letter is the G8 at 4-3337.

Encl
as



ROBERT W. CONE
Brigadier General, USA
Commanding

UNIT HEADER

OFFICE SYMBOL

DATE

MEMORANDUM THRU BDE CDR NAME/UNIT

FOR DEPUTY COMMANDER/CHIEF OF STAFF, AFZJ-CSDC, Fort Irwin, CA

ISSUE: _____ Delinquency Report: _____
(Month/Year) (Unit Name)

POINTS: The following individuals were identified on the 60-Day (or more) Delinquency Report (continue on separate sheet as necessary):

STATUS:

1. NAME: _____
DELINQUENT AMOUNT: \$ _____
REASON FOR DELIQUENCY (Awaiting travel settlement, mis-use of card, overspending during TDY, use of TDY funds for other than travel card payment, etc.):

ACTION(S) TAKEN TO DATE:

PLAN FOR PAYING DELINQUENCY AND ANTICIPATED DATE OF COMPLETION:

2. NAME: _____
DELINQUENT AMOUNT: \$ _____
REASON FOR DELIQUENCY (Awaiting travel settlement, mis-use of card, overspending during TDY, use of TDY funds for other than travel card payment, etc.):

ACTION(S) TAKEN TO DATE:

PLAN FOR PAYING DELINQUENCY AND ANTICIPATED DATE OF COMPLETION:

3. REPEAT ABOVE INFORMATION FOR EACH PERSON ON 60-DAY LIST.

In addition to the individuals identified as 60 days or more delinquent, I have personally counseled those individuals identified as being less than 60 days and action is being taken to resolve their delinquency.

COMMANDER SIGNATURE BLOCK
LTC, _____
Commanding

ENCL (Format for Memorandum of Action – Government Travel Card Delinquencies)